

ForwardHealth interChange Internet Partner Portal Training Guide For Child Support Workers

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Table of Contents

| | | |
|-------|--|----|
| 1 | Introduction | 1 |
| 1.1 | Introduction | 1 |
| 1.2 | Purpose | 1 |
| 1.3 | Key Terms and Concepts..... | 1 |
| 1.3.1 | ForwardHealth Wisconsin..... | 1 |
| 1.3.2 | ForwardHealth InterChange (iC) | 1 |
| 1.3.3 | Key Terms | 1 |
| 2 | Getting Started | 3 |
| 2.1.1 | Passwords & Security..... | 3 |
| | ForwardHealth Partner Portal..... | 3 |
| | ForwardHealth interChange Password Problems | 3 |
| 3 | ForwardHealth Partners Home Panel..... | 4 |
| 3.1 | Access the Partner Portal..... | 5 |
| 3.2 | Request Secure Partner Site | 6 |
| 3.3 | Log into the Partner Portal..... | 8 |
| 3.3.1 | Child Birth Recovery Costs..... | 9 |
| 4 | Enrollment Verification | 11 |
| 5 | iC Functionality | 13 |
| 5.1 | Member | 13 |
| 5.1.1 | Member Search..... | 13 |
| | Search for a Member Record Using a Member's Name | 14 |
| 5.1.2 | Member Information Panel..... | 16 |
| 6 | General Portal Information..... | 19 |
| 6.1 | Logging On and Off the Portal | 19 |
| 6.2 | Portal Navigation | 19 |
| 6.2.1 | Buttons..... | 21 |
| 6.2.2 | Error Messages | 21 |
| 6.3 | Partner Portal Online Help | 21 |
| 6.3.1 | Panel Help..... | 21 |
| 6.3.2 | Field Help..... | 22 |
| 7 | Contact Information..... | 23 |
| | Appendix A - ForwardHealth Benefit Plans | 25 |

1 Introduction

1.1 Introduction

This document is a training guide for the navigation and use of the public and secure areas of the **ForwardHealth Partner Portal**.

The ForwardHealth public Partner portal replaces EDSNET and supplies users with online functionality that offers greater flexibility along with the ability to access real-time information.

1.2 Purpose

The purpose of this document is to provide users with an overview of the components that make up the ForwardHealth interChange Partner portal and to provide instruction on how to navigate and perform basic functions in the system.

1.3 Key Terms and Concepts

1.3.1 *ForwardHealth Wisconsin*

- ForwardHealth brings together many state health care programs with the goal of creating efficiencies for providers and other stakeholders and improving health care outcomes for enrolled members.
 - BadgerCare Plus.
 - Wisconsin Medicaid, including Family Planning Waiver.
 - Wisconsin Well Woman (WWW) Program and WWW Medicaid.
 - SeniorCare.
 - Wisconsin Chronic Disease Program (WCDP).
 - BadgerCare Plus and Medicaid managed care programs.

1.3.2 *ForwardHealth InterChange (iC)*

- ForwardHealth interChange is a new system which replaces the Medicaid Management Information System (MMIS) which has been in place since 1977.
- Connectivity to the legacy MMIS is being discontinued with the implementation of ForwardHealth interChange.
- Partners will access the new system using the ForwardHealth Portal. The portal will provide access to key information that was previously found on EDSNET.

1.3.3 *Key Terms*

- **Member** - Replaces the term "Recipient". A Member represents an individual enrolled in any of the ForwardHealth health care programs in iC.

- **Member ID** - All members are assigned an ID. This number will replace the old MA ID number. The number is assigned from the Master Client Index (MCI) and will no longer include the SSN.
- **Benefit Plan** -Type of plan that designates the benefits covered and is based on the member's medical status code. Members may be enrolled in multiple benefit plans concurrently.
 - Example: SeniorCare and QMB.
 - Example: QMB and EBD Medicaid.
- **Enrollment** - Replaces the term "eligibility". Enrollment is used anytime a reference is made to a member who is eligible. A member may also be enrolled in a Managed Care program.
- **Fiscal Agent** – EDS-HP is the fiscal agent for the Wisconsin Medicaid and ForwardHealth Programs.

2 Getting Started

2.1.1 Passwords & Security

ForwardHealth Partner Portal

General Password guidelines

- All portal users can change their password at any time. After logging in, you can click on the **Account** link on the secure Partner home page and then click the **Change Password** link on the Account home page.
- Portal account passwords expire every 60 days and users are prompted to change them.
- The password you create **MUST** have at least **eight** characters.
- Passwords must contain at least one **uppercase** letter, one **lowercase** letter, and one **number**.
- Passwords must not contain your real name or user name.
- When resetting your password, you cannot use any of your previous eight passwords.
- If you forgot your password, you can reset it yourself by answering security questions you will be asked to provide when you change the initial password you receive.

ForwardHealth interChange Password Problems

- For assistance with interChange password problems, please contact EDS Technical Support @ 221-4746, ext. 80551 or email VEDSTechSupport@wisconsin.gov.

3 ForwardHealth Partners Home Panel

| Step | Action | Response |
|------|--|---------------------------------------|
| 1. | Click the portal icon on your desktop, or enter https://www.forwardhealth.wi.gov/ in the address bar in Internet Explorer, and click Go . | The public portal Home page displays. |

ForwardHealth Main Portal Home Page Screen Graphic



ForwardHealth Main Portal Home Page Screen Description

- As you can see, the **ForwardHealth Portal** is divided into four main areas as indicated by the four icons in the middle of the page. Users can click on an icon, or the link below the icon, to go to that area of the portal.

- Today we are focusing on the secure Partner portal for Child Support Workers.

3.1 Access the Partner Portal

| Step | Action | Response |
|------|---------------------------------|---|
| 1. | Click the Partners icon. | The Partners public portal home page displays. |

Partners Home Page Graphic

wisconsin.gov home state agencies subject directory department of health services

ForwardHealth
Wisconsin serving you

interChange
Partner

Welcome > October 20, 2008 3:29 PM [Login](#)

Login to Secure Site

Username

Password

☐ Forgot your password?
☐ Account Users Guide

Quick Links

- LTCare Encounter Reporting
- LTC Functional Screen
- Max Fee Schedules

• Portal Access Request Application

The Partner site is specifically designed to provide up-to-date ForwardHealth information and functionality specific to the following partners:

- Income Maintenance Workers/Coordinators
- Katie Beckett Program staff
- FosterCare and Subsidized Adoption workers
- Managed Care Organization Enrollment Brokers
- Child Support staff
- Wisconsin Well Woman Program Local Coordinating Agencies (LCAs)
- Social Security Administration (SSA)
- Aging and Disability Resource Centers (ADRCs)
- Subrogation workers
- Women, Infants, and Children (WIC) workers
- Wisconsin Department of Justice
- MetaStar
- Wisconsin Division of Juvenile Corrections

Partners should log in to the secure Partner Portal using the login area to the right on this page. The secure Partner Portal is designed to provide functions to each partner specific to the partner's relationship to the Department of Health Services and the various ForwardHealth programs as appropriate.

Accessing the Secure Partner Site

Many partner users were emailed their login information during October 2008. If you received your login information, you do not need to request access and can immediately enter your login information in the "Login to Secure Site" area to the right.

If you did not receive your login information in October 2008, you will need to request access by clicking the link below and completing the necessary request information.

[Request Secure Partner Site](#)

Find a Provider

Search for providers by different criteria such as county, city, state and zip code.

Related Programs and Services

Use related programs & services to access information for all ForwardHealth programs as well as other programs and services. [Go >](#)

Member Resources

Use Member Resources to access information and resources specific to members of ForwardHealth programs. [Go >](#)

Trainings

Use Trainings to view up-to-date training offerings for your specialty or interest and then register for courses via the web. [Go >](#)

[About](#) | [Contact](#) | [Disclaimer](#) | [Privacy Notice](#)
 Wisconsin Department of Health Services
 Model Office Train_WIPortal_M141A

Partners Home Page Description

- As you can see, this screen provides links to some basic information that can be accessed by users who are not logged in, such as finding a provider and contact information for Members interested in applying for BadgerCare Plus benefits.
- On the left of the screen are text entry fields where users can enter their login information for access to the Partner secure site.
- If you received your login information, you do not need to request access and can immediately enter your login information in the **"Login to Secure Site"** area to the right.
- If you did **not** receive your login information, you will need to request access by clicking the **Request Secure Partner Site** link and completing the necessary request information.

3.2 Request Secure Partner Site

| Step | Action | Response |
|------|--|--|
| 1. | From Partners public portal home page, click Request Secure Partner Site . | The Portal Access Request Information panel displays. |

Portal Access Request Information Graphic

Portal Access Request Information

Required fields are indicated with an asterisk (*).

- Requested User ID must be Alphanumeric.
- Requested User ID can not begin with a number.
- Requested User ID must be at least 6 characters in length.
- Requested User ID can not be greater than 20 characters.

User Information

First Name*

Last Name*

E-Mail Address*

Confirm E-Mail*

Requested User ID*

Work Phone Number* Ext.

Role*

Date Requested

Security Agreement

or Federal court in Dane County, Wisconsin.

21. ENTIRE AGREEMENT. This Agreement and any Manuals, Guides, Exhibits, Applications and Attachments thereto constitutes the entire Agreement between the Parties with respect to its subject matter except as expressly provided herein. The provisions of this Agreement supersede all prior oral or written quotations, communications, agreements and understandings of the Parties with respect thereto.

SIGNATURES. Clicking "Yes, I Agree" constitutes a signature and your approval of this agreement, including all terms and conditions listed therein

☐ Please check the box if you have read and agreed to Wisconsin's User Security Agreement.

| Step | Action | Response |
|------|---|---|
| 2. | Enter the requested information in all fields. All fields must be filled out. | |
| 3. | Read the Security Agreement and check the box at the bottom of the screen to confirm that you read the agreement and agree to the conditions. | |
| 4. | Click Next . | The Portal Access Additional Information screen displays. |

Portal Access Additional Information

| Step | Action | Response |
|------|---|---|
| 3. | Use the drop-down menu at the top of the screen to select your Site Code. | |
| 4. | Click Submit . | If there are no problems with the request, a confirmation message will display above the panel. If there is a problem with the request, an error message will display. |

Confirmation Message

The following messages were generated:
Save was successful. If your request is approved, you will receive emails with your login credentials.

- **Note that if your request is approved, you will receive emails with your login credentials.**

3.3 Log into the Partner Portal

| Step | Action | Response |
|------|--|-----------------------------------|
| 1. | Enter your user name in the Username field. | |
| 2. | Enter your password in the Password field. | |
| 3. | Click Go . | The Partners secure page displays |

ForwardHealth Partner Home Page Graphic



ForwardHealth Partner Home Page Screen Description

- Through the Partner portal, users can access the following functions:
 - Enrollment verification.
 - Account management.
 - Member maintenance
- Also available in quick links that appear on the right of the screen is:
 - **Child Birth Recovery Costs** –
- One of the features of the portal to help you track where you are is the navigation map, which is at the upper left of the screen, beginning with the Partners graphic:



- The link shows you which area of the secure portal site you are in, along with what tab or link you've clicked. You can also click on either the graphic or any of the links displayed after the graphic (e.g. **Partners**).
- Notice there are tabs along the top of this page, with Partners automatically selected:
 - **Home** - Is the public portal Home page
 - **Search** - Lets you search for information using a keyword.
 - **Partners** - Takes you to the Partners secure home page.
 - **Enrollment** — Lets you search for a member's summary enrollment data.
 - **Account**— Lets you update the information associated with your Username and Password. You can set up, update and maintain account login credentials, change/reset passwords, assign roles for authorized employees, and read and manage messages pertaining to your account, such as your email.

***Note:** The Account tab let's you manage your account. Although we don't discuss this information in detail, there is a detailed user guide (the Account User Guide link) in PDF format for you to use if you need to change any of your account information.*

- **Contact Information** — allows you to contact ForwardHealth with questions about the ForwardHealth programs and the Partner Portal.
- **Site Map**—Shortcut links to the main topics on the Partners portal.
- **iC Functionality**—Lets you access more detailed member information from interChange.

***Note:** You may notice that each time you click a tab, or move from screen to screen, you see the "this site contains secure and non-secure..." message. Click **Yes** to continue, if you see this screen. The message appears if your security level for your Internet is set to prompt you whenever you are about to display non-secure information, which you can change through Internet options, security.*

3.3.1 Child Birth Recovery Costs

| Step | Action | Response |
|------|---|--|
| 1. | In the Quick Links panel on the secure partner home page, click Child Birth Recovery Costs . | The Child Birth Recovery Costs page displays. |

Child Birth Recovery Costs Graphic

Child Birth Recovery Costs

Required fields are indicated with an asterisk (*).

- Please enter the Child's Member ID, Mother's Member ID, Begin and End Date.
- Select the "Generate" button to receive the report in a PDF version.
- You will need [Adobe Acrobat Reader](#) on your computer to view the report.

Child's Member ID*

Mother's Member ID*

Begin Date*

End Date*

Generate

| Step | Action | Response |
|------|--|--|
| 2. | Enter a valid Child's Member ID . | |
| 3. | Enter the Member ID of the mother of the child. | |
| 4. | Enter a Begin Date . | |
| 5. | Enter an End Date . | |
| 6. | Click Generate . | A PDF document will open in a separate window with the selected information. |

4 Enrollment Verification

Users can check a member's eligibility using the Enrollment Verification panel in the Enrollment section of the Secure Partner web.

| Step | Action | Response |
|------|--|---|
| 1. | From the Partner main menu at the top of the page, click Enrollment . | The Enrollment Verification panel displays. |

Enrollment Verification Panel Graphic

| Step | Action | Response |
|------|--|--|
| 1. | Select the program for which you want to certify eligibility from the Program drop-down menu. | |
| 2. | Enter either the Member ID , or the member's Social Security Number and Date of Birth . | |
| 3. | Enter the From Date of Service and To Date of Service , which are required fields. | |
| 4. | Click Search . | The panel refreshes with the Member's eligibility information. |

Enrollment Verification Graphic

Enrollment Verification

Required fields are indicated with an asterisk (*).
Either the Member ID or the Social Security Number and Date of Birth are required.

Program:

Member ID:

Social Security Number:

Date of Birth:

From Date of Service*: To Date of Service*:

For your reference, the transaction verification number for this search is 0827600002.

Search Results

Member ID: Name:

Date of Birth: County:

Benefit Plan

| Payer | Benefit Plan | Effective Date | End Date |
|----------|--------------|----------------|------------|
| MEDICAID | Medicaid | 01/01/2008 | 08/31/2008 |

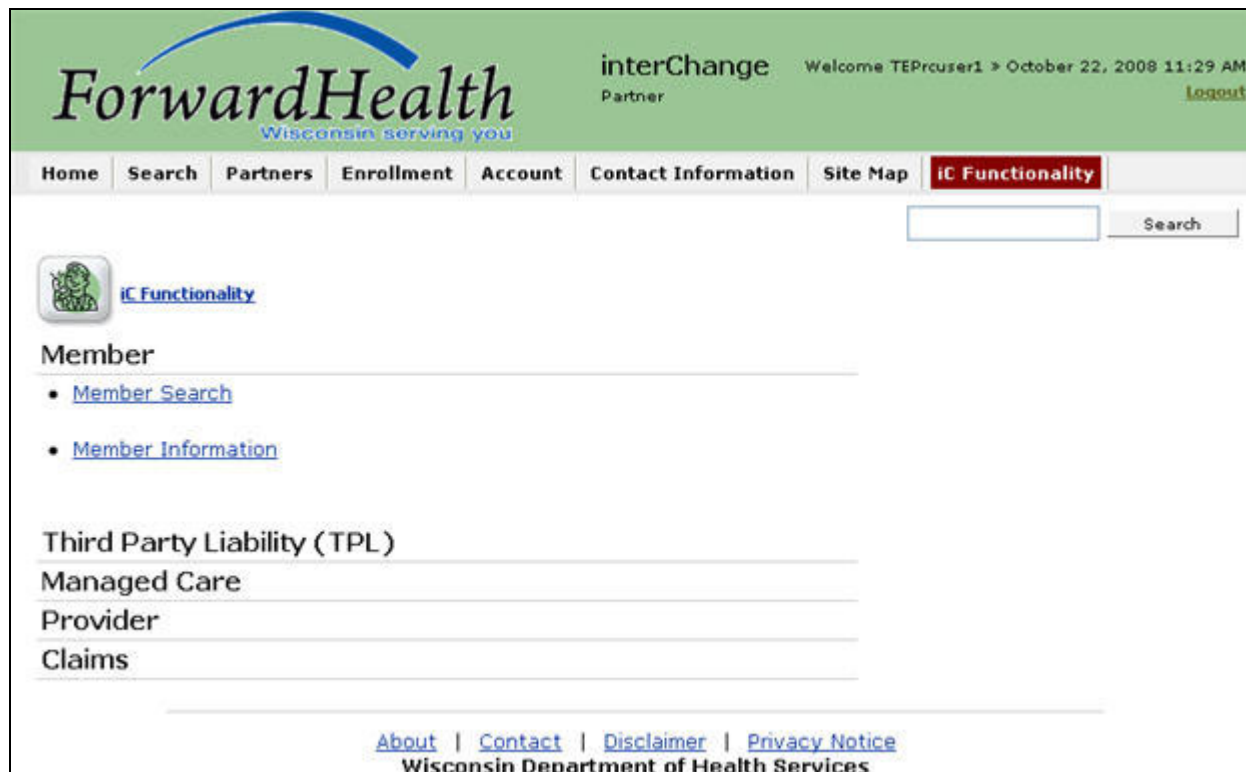
- The results show the Financial Payer, Benefit plan, and Medicare coverage if any, and the effective and end dates of the plans.
- If there is no coverage for the member, a message will display.

5 iC Functionality

This section shows users how to access interChange information via the secure Partner Portal.

| Step | Action | Response |
|------|--|--|
| 1. | Click the iC Functionality tab. | A list of information panels users can access from interChange displays. |

iC Functionality Graphic



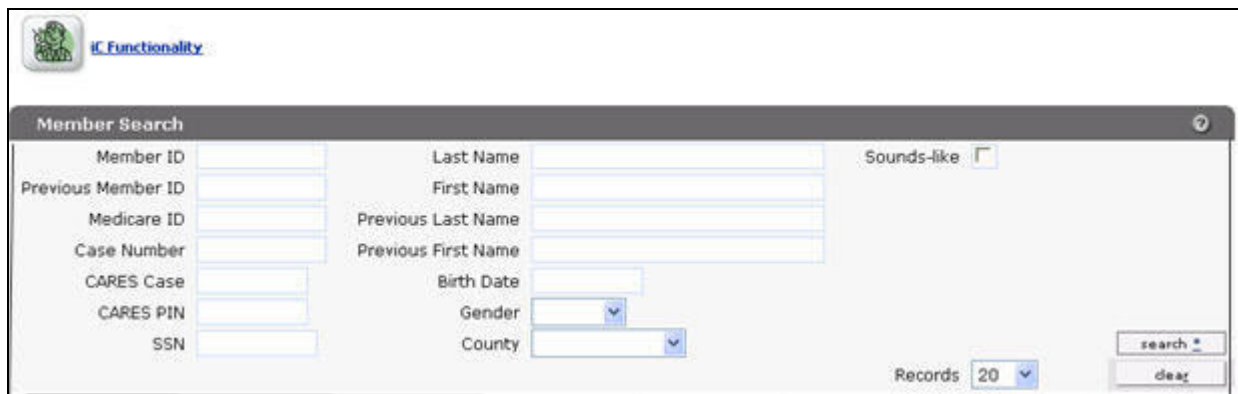
- Let's start with Member iC Functionality.

5.1 Member

5.1.1 Member Search

| Step | Action | Response |
|------|---|--|
| 1. | From the list of iC Functionality links, click Member Search . | The Member Search panel displays. |

Member Search Panel Graphic



Member Search Panel Description

- This panel allows you to search for a member using any of the fields displayed.
- Once you have entered information in the fields, click **Search** to initiate the search. Clicking the **Clear** button clears the information from all the fields.
- If searching by Member ID and the record is not found. Enter the ID in the Previous Member ID field in case the member's ID has changed.
- The **Sounds-like** checkbox on this panel can be used when you are searching by a member's name and are not sure of the correct spelling. Clicking the **Sounds-like** check box performs a phonetic search on the information contained in the last name field.
- To narrow down the results of your search, enter as much information about the member as possible.
- The **Records** drop-down is used to set the maximum number of records per page that are returned.

Search for a Member Record Using a Member's Name

| Step | Action | Response |
|------|---|---|
| 1. | Enter the member's last name in the Last Name field. | |
| 2. | Enter the member's first name in the First Name field. | |
| 3. | Click Search . | The Search Results panel displays. |

Member Search Results Panel Graphic

Member Search

Member ID: Last Name: ROSE Sounds-like: ☐

Previous Member ID: First Name: TOM

Medicare ID: Previous Last Name:

Case Number: Previous First Name:

CARES Case: Birth Date:

CARES PIN: Gender:

SSN: County:

Records: 20

Search Results

| Member ID | Last Name | First Name | MI | Birth Date | SSN | Medicare ID | Gender | County |
|------------|-----------|------------|----|------------|-------------|-------------|--------|------------|
| 1297831660 | ROSE | TOM | R | 06/25/1953 | 129-78-3165 | | F | Brown |
| 3872968389 | ROSE | TOM | | 01/01/2007 | 000-00-0000 | | M | Clark |
| 3991984849 | ROSE | TOM | I | 07/11/2000 | 000-00-0000 | | M | Dane |
| 4704130799 | ROSE | TOM | | 01/16/2002 | 470-41-3079 | | M | Dane |
| 3952553829 | ROSE | TOM | A | 10/27/2004 | 000-00-0000 | | F | Dane |
| 3952558529 | ROSE | TOM | L | 10/28/2004 | 395-25-5852 | | M | Eau Claire |
| 3892988289 | ROSE | TOM | J | 04/02/2007 | 000-00-0000 | | M | Kenosha |
| 3871919709 | ROSE | TOM | M | 11/30/1998 | 000-00-0000 | | M | La Crosse |
| 6058445599 | ROSE | TOM | R | 07/31/1995 | 605-84-4559 | | M | Milwaukee |
| 8745468999 | ROSE | TOM | M | 10/07/2005 | 000-00-0000 | | M | Milwaukee |
| 3921793329 | ROSE | TOM | M | 12/17/1997 | 000-00-0000 | | F | Milwaukee |
| 3922161029 | ROSE | TOM | R | 04/10/2001 | 000-00-0000 | | M | Milwaukee |
| 5961628179 | ROSE | TOM | | 02/22/1988 | 596-16-2817 | | M | Milwaukee |
| 3951988399 | ROSE | TOM | | 01/15/2000 | 000-00-0000 | | F | Milwaukee |
| 3892387699 | ROSE | TOM | O | 07/07/2002 | 000-00-0000 | | M | Milwaukee |
| 393042369 | ROSE | TOM | A | 01/14/1988 | 000-00-0000 | | M | Milwaukee |
| 3882985669 | ROSE | TOM | M | 02/20/2007 | 000-00-0000 | | M | Milwaukee |
| 3970258919 | ROSE | TOM | A | 09/19/1988 | 397-02-5891 | | F | Milwaukee |
| 3368419219 | ROSE | TOM | X | 04/13/1990 | 336-84-1921 | | M | Outagamie |
| 3891988549 | ROSE | TOM | T | 04/11/1999 | 000-00-0000 | | M | Rock |

1 2 3 4 5 6 7 Next >

- If there was more than one member that meets the entered criteria, the list of members matching the entered criteria displays on the **Search Results** panel.
- Columns display for each record found in the search. You can click on a column heading to sort your results. Clicking a column once will sort the results in ascending order by that column. Clicking the column a second time sorts them in descending order.
- Selecting a row will populate the member information panel.

| Step | Action | Response |
|------|------------------------------------|---|
| 3. | Click on the row you wish to view. | The Member Information panel displays. |

Member Information Panel Graphic

Member Information Panel Graphic

- The **Member Information** page is comprised of three separate panels including:
 - The mini-search panel that allows you to search for a new member record using a Member ID or Case Number.
 - The **Member Information** panel, located in the middle of the page, displays basic information about the member.
 - The **Member Maintenance** navigation panel, located at the bottom of the page is the access point for panels that contain more detailed member data. Let's take a look at the information on the **Member Information** panel.

5.1.2 Member Information Panel

| Step | Action | Response |
|------|--|---|
| 1. | Enter a valid Member ID in the Member ID field in the Search panel. | |
| 2. | Click Search . | The information page for that Member ID displays. |

Note: You no longer have the ability to change the ID number of a member (the old Cert 5s) through the portal or any other means. Member ID number change requests must be called into EDS-HP, See **Contact Information** at the end of the training guide.

Member Information Panel Graphic

| Member Information | | | |
|--------------------|---------------------|-------------------|-------------------------|
| Member ID | 0780195603 | Name | FALTO, JONOLA L |
| MCI Ind | No | Prev Name | |
| CARES Pin | 0000000000 | CARES Case | 0000000000 |
| Medicare ID | | Address | C101 DRIVE |
| SSN | 800-19-5603 | Address 2 | APT. A3 |
| Gender | Male | Address 3 | |
| Birth Date | 12/17/1966 | City | BRAT |
| Death Date | | State | WI |
| Age | 41 | Zip | 00104 |
| Race | 7 - Not Provided | Alt Address | No |
| Ethnicity | 00 Not Applicable | Phone | |
| Language | UND - UNDETERMINED | Phone Type | No Phone |
| County | 43 - Oneida | Add Phone | |
| Tribal Ind | No | Add Type | No Phone |
| Active | Active | Linked ID | |
| Case History | 0780209151 10/18/07 | Benefit Plan | FSTMA 01/23/84-07/31/84 |
| Medicare Cov | | Managed Care | |
| MC Special Cond | | TPL | No |
| Lockin | | NH Level of Care | |
| Patient Liability | | Deductible | |
| Last HlthChk Scrn | | Last HlthChk Dntd | |

Member Information Panel Description

- The left section of the **Member Information** panel displays a high-level snapshot of a member's information at the time the page is accessed, including CARES PIN, SSN, gender, date of birth, age, etc.
 - The **MCI Indicator** field is a **Yes** or **No** field that indicates if the member ID is an MCI ID. If 'No', the member ID is a pseudo ID.
- The middle section of the Member Information panel displays address information and other demographic data about the member, including any previous name, if applicable. The address displayed is the member's mailing address.
- The right side of the Member Information panel contains more fields that require some additional explanation.
 - The **Active** field on the Member Information page pertains to the member ID, not enrollment. It indicates the member had two separate IDs and the two IDs are linked keeping one "Active" (Active Field=Yes) and the other "Inactive" (Active Field=No). The **Linked ID** field displays information if the member has another ID that is linked to their present ID.
 - The **Case History** field uses a drop-down menu to identify the case head member ID numbers and dates for cases the member is/was associated with.
 - The **Benefit Plan** field also has a drop-down menu that displays the benefit plans in which a member is/was enrolled. The field includes a benefit plan code and the effective dates of each plan.
 - The **Medicare Coverage** field contains the member's current Medicare coverage if **active**. It is blank if the member does not have active coverage. The field can show one or more of the following:

- ♦ **A for Medicare Part A**, which is hospital insurance that pays for inpatient hospital stays, care in a skilled nursing facility, hospice care and some home health care.
- ♦ **B for Medicare Part B**, which is medical insurance that helps pay for physician services, outpatient hospital care, durable medical equipment, and some medical services that are not covered by Part A
- ♦ **D for Medicare Part D**, which is prescription drug coverage.

Note: IC now captures information about Medicare Part A and B. Part D Medicare prescription drug is also captured separately here.

More information on Medicare Enrollment Database (EDB) maintained by the Center for Medicare and Medicaid (CMS) which contains the Part A and B entitlement start date and entitlement status can be found in the next section. This information is made available for those who are interested but this training session will not go into more detail.

- The **Managed Care Plan** field shows the plan and effective dates if the member is enrolled in a Managed Care Plan.
- If applicable, the **MC Special Condition** field displays the member's Managed Care Level of Care if enrolled in long term care managed care program, and/or enrollment exemption codes and the corresponding effective/end dates.
- Similarly, the **TPL** (Third Party Liability) field will be populated with "yes" if the member has active third party insurance coverage,
- The **Lockin** field will be populated if a punitive restriction has been placed against the member, or if the member is enrolled in a hospice program. If a Lockin is in effect, an indicator with effective dates will populate the field.
- The **NH Level of Care** field is used to display nursing home level of care codes.
- The **Patient Liability** field designates the monthly institutional liability or waiver cost share amounts the member must contribute to their cost of care, along with the effective and end dates of the liability.

Note: The patient liability panel will include patient liability as well as the Waiver and Family Care cost share. Patient liability and Waiver/FC cost share have now been automated to interface with IC.

- **Deductible** indicates the member's current SeniorCare deductible and effective/end dates. This field does not apply to private insurance.
- The **Last Health Check Screening** field shows the date of the member's last medical screening.
- The **Last Health Check Dental** field below it displays the date of the member's last dental screening.

6 General Portal Information

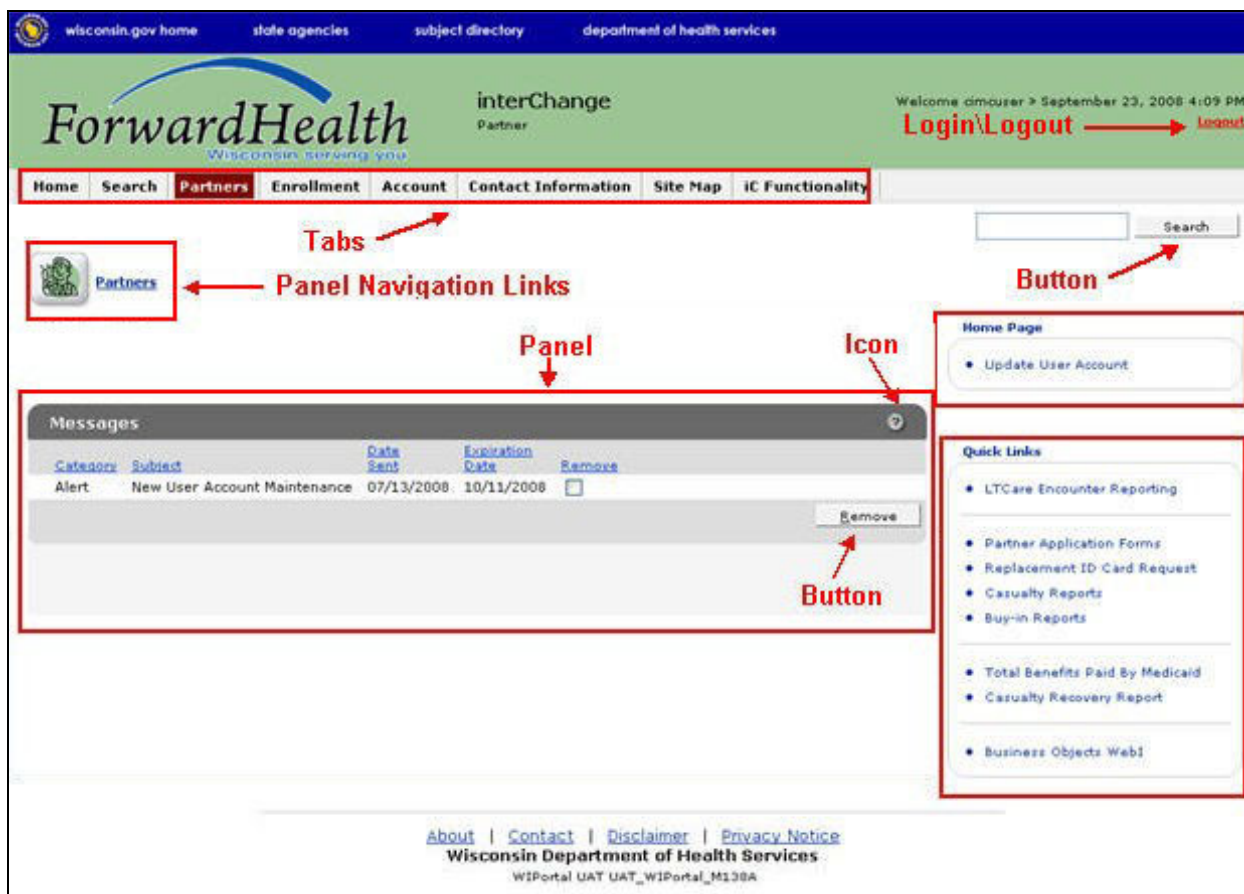
6.1 Logging On and Off the Portal

The quickest way to log onto the Portal is to click the **Login** link in the upper-right corner of any screen, and enter your username and password. Once you log in, the link changes to **Logout**.

When you are finished with any session, always remember to click the **Logout** link.

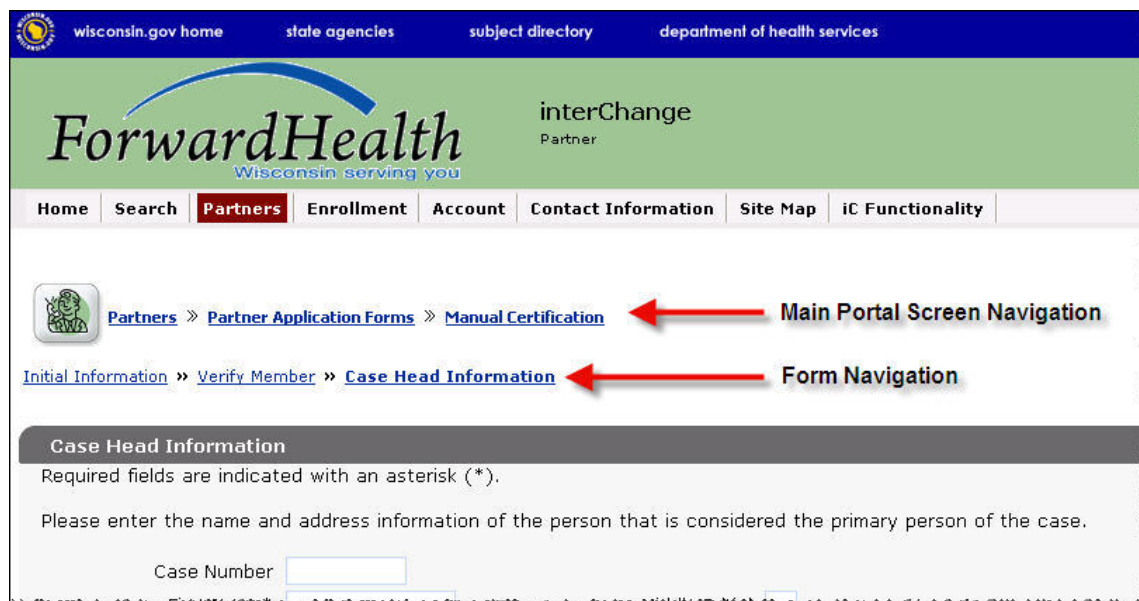
6.2 Portal Navigation

There are several navigation features on every screen and/or panel that display on the portal pages and panels.



- **Tabs**—Once you log in to the secure partner portal, the first tab that displays is the Partners tab. Click on any other tab to move to different parts of the Portal.
 - ♦ **Home** takes you back to the public portal Home page.
 - ♦ **Search** displays a text box to enter text, and you can select an area to search Partners
 - ♦ **Enrollment** displays the Enrollment Verification panel, which lets you verify that a member is enrolled through his or her Member ID or SSN, and date of birth. This is a summary level verification tool.

- ♦ **Account** lets you manage your main account information, messages, and change your password. It also contains a link to the user guide for this tab, which is in PDF format.
- ♦ **Contact Information** lets you ask a question of tech support.
- ♦ **Site Map** is a series of links that imitate the tab structure and tab choices.
- ♦ **iC Functionality** is a subset of the panels you can access through the portal which Provide more detailed member information.
- ♦ **Panel**—The panel shown here is the Message panel that lets you know if there are any changes or new items for the Partner portal.
- **Login/Logout**—This is a link that toggles between displaying the username/password text boxes (**Login**) or logging you out of the system (**Logout**).
- **Other features:** links at the bottom (About, Contact, Disclaimer, Privacy Notice) and top (Wisconsin.gov home, state agencies, subject directory, and department of health services) are part of every standard portal window and lets you know State-specific information.
- **Panel Navigation** links—One of the features of the portal to help you track what links you've clicked to end up on the current screen, such as shown in this example:



- The Main Portal Screen Navigation displays links display you clicked from the main Partner page to get to your present form or screen.
- The Form Navigation links display tells you how far you've progressed into an online form, as well as the order. If you click the **Previous** button, you will go one link backwards; for example, from **Case Head Information** to **Verify Member**. If you click on a navigation link, you go directly to that page or panel.
- It is important to note that users should **never** use your browser's **BACK** button to return to a previous screen.

6.2.1 Buttons

Below is a list of common buttons and the operations they are normally used for.

| Button | Click it and this happens |
|---------------|---|
| Clear | Clears all the information entered into the fields on a panel. |
| Close | Closes a window, such as a popup window. |
| Save | Saves a modification made to a panel or a new record (for authorized users that can make updates) |
| Remove | Deletes an onscreen message. |
| Search | Initiates a search. |

6.2.2 Error Messages

Error messages most commonly appear when you enter information incorrectly in a field or when you do not enter information in a required field. These error messages display just beneath the navigation links at the top of a panel but may also appear next to a field that is in error. Messages also display as a warning that the user is navigating away from a page.



[Partners](#) » [Partner Application Forms](#) » [Manual Certification](#)

[Initial Information](#) » [Verify Member](#) » [Case Head Information](#)
[Eligible Case Members](#)

The following messages were generated:

Last Name is required.

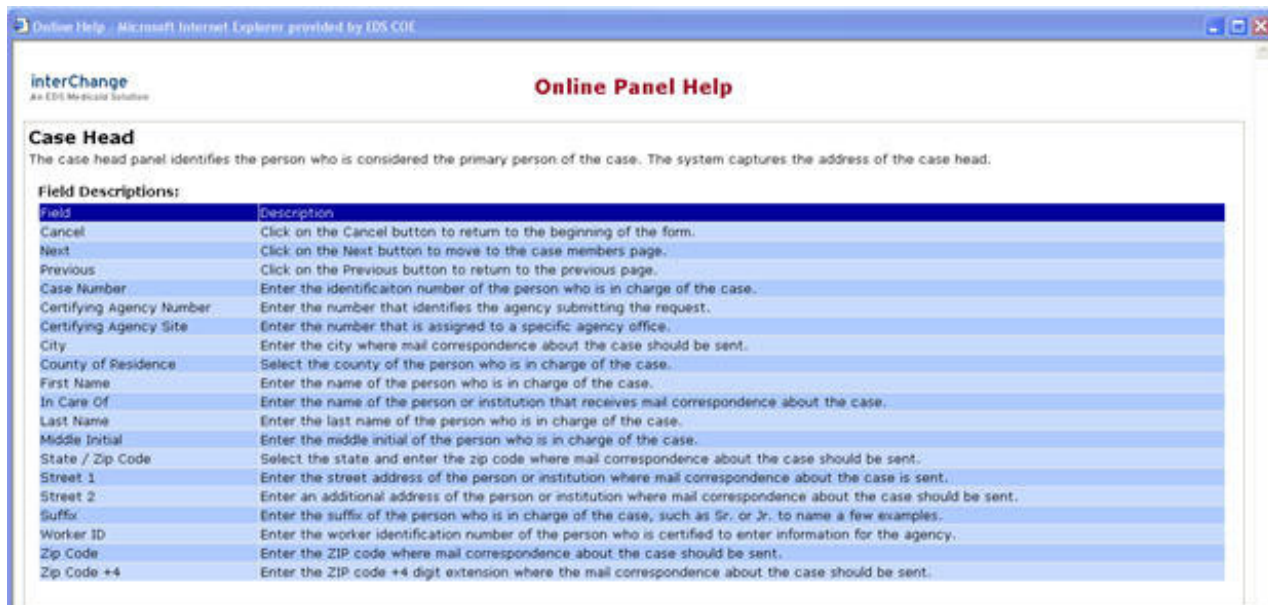
- If unsure what an error message means, users can find more error message information by clicking the question mark icon on the gray bar at the far right of each screen. The panel help with all field descriptions and error messages will appear.

6.3 Partner Portal Online Help

6.3.1 Panel Help

Panel help is accessed by clicking the question mark icon on the gray bar at the far right of each screen.





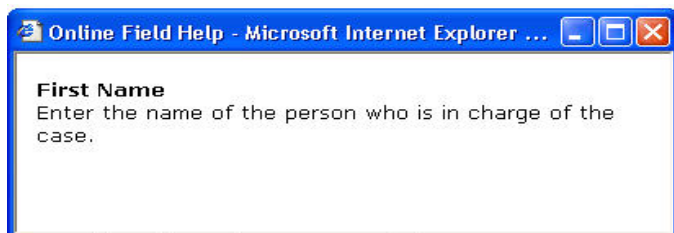
Panel Help Feature - Question Mark Function Description

- The panel help lists the name of all fields and buttons on the panel (buttons alphabetically first, then fields alphabetically), along with their descriptions and error messages. These descriptions are the same as what users see when users access field help.

6.3.2 Field Help

- If users hover over the name of a field, users will see a question mark:

- When you click on the field, you see a pop-up box that includes the field description.



7 Contact Information

EDS-HP is responsible for providing support to IM Workers. The document below provides contact information for EDS-HP.

| | <u>EXTENTION 80221</u> | <u>EXTENSION 80220</u> | <u>EXTENSION 80213</u> |
|--|--|--|--|
| Agency Assignments Eligibility PO Box 7636 Madison, WI 53713 (608) 221-4746 | 001 Adams 002 Ashland 003 Barron 004 Bayfield 005 Brown 006 Buffalo 007 Burnett 008 Calumet 009 Chippewa 010 Clark 011 Columbia 012 Crawford 013 Dane 014 Dodge 015 Door 016 Douglas 017 Dunn 018 Eau Claire 019 Florence 020 Fond du Lac 021 Forest 022 Grant 023 Green 024 Green Lake 025 Iowa 026 Iron 027 Jackson 028 Jefferson 029 Juneau 041 Monroe 042 Oconto 043 Oneida | 040 Milwaukee 044 Outagamie 045 Ozaukee 046 Pepin 049 Portage 051 Racine 053 Rock 058 Shawano 059 Sheboygan 060 Taylor 061 Trempealeau 062 Vernon 063 Vilas 070 Winnebago 071 Wood 072 Menomonie 080 RNIP 090 RNIP 100s - 600s | 030 Kenosha 031 Kewaunee 032 LaCrosse 033 LaFayette 034 Langlade 035 Lincoln 036 Manitowoc 037 Marathon 038 Marinette 039 Marquette 047 Pierce 048 Polk 050 Price 052 Richland 054 Rusk 055 St. Croix 056 Sauk 057 Sawyer 064 Walworth 065 Washburn 066 Washington 067 Waukesha 068 Waupaca 069 Waushara 830 Katie Beckett |
| STAFF/CERTIFYING AGENCY ASSIGNMENTS | | Eligibility Supervisor Eligibility Team Lead Nursing Home Authorization SLMB/QMB/Buy-In EDS TPL/COB | Ext. 80202 Ext. 80201 Ext. 80201 Ext. 80216 Ext. 80058 |

| Resource Prior to November 10, 2008 <u>ForwardHealth interChange Implementation</u> | Resource On and After November 10, 2008 <u>ForwardHealth interChange Implementation</u> |
|--|---|
| Member Services (BadgerCare Plus and Medicaid) 800-362-3002 <ul style="list-style-type: none"> Available 7:30 a.m.-5:00 p.m. Monday-Friday Member Services (WCDP) 608-221-3701 <ul style="list-style-type: none"> Available 8:30 a.m.-4:30 p.m. Monday-Friday Member Services (WWWP) - Not currently available | Member Services (all programs except SeniorCare) 800-362-3002 <ul style="list-style-type: none"> Available 7:00 a.m.-6:00 p.m. Monday-Friday |
| Member Services (SeniorCare) 800-657-2038 Available 7:30 a.m.-5:00 p.m. Monday-Friday | Member Services (SeniorCare) 800-657-2038 Available 7:00 a.m.-6:00 p.m. Monday-Friday |
| Medicaid Managed Care Contract Monitors and Ombudsmen 800-760-0001 <ul style="list-style-type: none"> Recipient appeals and grievances regarding State Contracted Managed Care Organizations Available 8:00 a.m.-4:30 p.m. Monday-Friday | ForwardHealth Managed Care Ombudsmen (BadgerCare Plus only) 800-760-0001 <ul style="list-style-type: none"> Recipient appeals and grievances regarding State-Contracted Managed Care Organizations Available 8:00 a.m.-4:30 p.m. Monday-Friday |
| Medicaid and BadgerCare Plus Web Sites <ul style="list-style-type: none"> dhs.wisconsin.gov/medicaid/ dhs.wisconsin.gov/badgercareplus/ ForwardHealth Implementation Information Web Site <ul style="list-style-type: none"> dhs.wisconsin.gov/forwardhealth/ ForwardHealth Portal Web Site – Trading Partners only <ul style="list-style-type: none"> www.forwardhealth.wi.gov/ | ForwardHealth Portal Web Site – Providers, Trading Partners, Partners, HMOs <ul style="list-style-type: none"> www.forwardhealth.wi.gov/ ForwardHealth Portal Web Site – Members <ul style="list-style-type: none"> www.forwardhealth.wi.gov/members |
| Webcasts <ul style="list-style-type: none"> dhs.wisconsin.gov/forwardhealth/ | Webcasts <ul style="list-style-type: none"> www.forwardhealth.wi.gov/ |

Appendix A - ForwardHealth Benefit Plans

| Full Benefit Plans | Note: BadgerCare, Family MA & Healthy Start med stats (benefit plans) ended 01/31/08. They were replaced by BadgerCare Plus effective 02/1/08. |
|--|---|
| BC | BadgerCare |
| BCSP | BC+ Standard Plan |
| BCBP | BC+ Benchmark Plan |
| BCBPD | BC+ Benchmark Plan and Dental |
| MCD | Medicaid |
| MCDW | Medicaid Waiver |
| MAPW | Medicaid Purchase Plan Waiver |
| MAP | Medicaid Purchase Plan |
| WWMA | Wisconsin Well Woman Medicaid |
| SSIMA | Medicaid for SSI |
| FSTMA | Medicaid for Foster Care |
| Limited Benefit Plans | |
| BCBEE | BC+ Benchmark Express Enrollment for Pregnant Women |
| BCSEE | BC+ Standard Express Enrollment for Pregnant Women |
| PE | Presumptive Eligibility - Pregnancy |
| FPW | Family Planning Services Only |
| FC | Family Care Non-MA |
| QMB | Qualified Medicare Beneficiary |
| SC1 | Senior Care Level 1- 0 to 200% FPL |
| SC2 | Senior Care Level 2- Over 200% FPL |
| WCDK | Wisconsin Chronic Disease-Renal Disease |
| WCDH | Wisconsin Chronic Disease-Hemophilia HomeCare |
| WCDC | Wisconsin Chronic Disease-Adult Cystic Fibrosis |
| WWWP | Wisconsin Well Woman Program |
| Benefit plans without health services | There are no health care services payable for these benefit plans. The state pays Medicare premiums or issues other cash benefits. |
| SLB | Specified Low-income Medicare Beneficiary |
| SLB+ | Specified Low-income Medicare Beneficiary Plus |
| QDWI | Qualified Disabled Working Individuals |
| SSI | State Supplemental Payment - State Supplemental Income |
| SSIE | State Supplemental Payment - State Supplemental Income Exceptional |
| CTS | State Supplemental Payment - Caretaker Supplement |